

**L.E. PHILLIPS MEMORIAL PUBLIC LIBRARY**  
**Job Description**

**DEPARTMENT:** Library  
**TITLE:** Assistant  
**DIVISION:** Circulation Services  
**REPORTS TO:** Circulation Services Manager  
**DATE:** April 2023  
**STATUS:** Nonexempt

**SUMMARY**

Under general supervision, this position exists to perform customer service, technical, organizational, and clerical tasks that maintain the efficient flow of materials through Circulation Services. This position is responsible for the overall daily workflow in the absence of the Circulation Manager and Page Coordinator.

**EDUCATION/EXPERIENCE/TESTING REQUIREMENTS**

- High school graduate or equivalent is required.
- Library experience preferred.
- Experience in general computing, hardware, software and Microsoft Office is required
- Experience in library automation is preferred.
- Supervisory experience preferred.

**QUALIFICATIONS**

The requirements listed below are representative of the qualities, knowledge, skill, and/or ability required to perform the essential functions of the job.

- Excellent customer service, including poise in stressful situations.
- Supervisory skills.
- Ability to use independent judgement to resolve problems within the scope of assigned duties.
- Working knowledge of library material and procedures and ability to follow these procedures.
- Ability to establish and maintain positive, effective working relationships with staff and the public.
- Ability and initiative to work independently and efficiently with minimal direction.
- Ability to apply organizational, prioritization, and time management skills.
- Ability to search and identify quality digital information.

**ESSENTIAL FUNCTIONS**

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provides a welcoming presence for library customers. Assists customers in using library services and technology, finding library materials and understanding library policies and procedures.
- Checks materials in and out using automated library system. Assists customers in using the self-checkouts.
- Follows procedures for renewals, reserves, overdue materials, fines, and claimed returned materials. Processes customer payments.

- Oversees the Automated Materials Handling (AMH) system, including troubleshooting errors, communicating with vendor support and cleaning.
- Processes and updates customer applications in a multi-library system.
- Maintains and processes data for statistical reporting, as assigned.
- Serves as manager-on-duty on a rotating basis. Addresses customer concerns or staffing issues that require immediate attention. Supervises pages and desk clerks and assigns individual tasks as needed. Assists in training of new staff and volunteers.
- Maintains communication/correspondence with customers, MORE libraries, other divisions, and other entities via phone, email or letter to resolve and answer questions.
- Facilitates movement of materials between different entities.
- Provides feedback to manager regarding performance of Pages/Desk Clerks.
- Prepares and counts daily cash.
- Reviews, tracks and processes requests and materials for interlibrary loan following all established procedures. Reviews and maintains interlibrary loan user records.
- Assists in writing and reviewing Circulation unit procedures. Assists in communicating changes to desk clerks as needed.
- Handles lost and found; search process; missing/damaged item recovery; and maintenance of supplies, forms, and merchandise as assigned by the Circulation Manager.
- Communicates effectively, professionally and honestly with all Library staff and Library visitors, including both written and verbal communications, following Library procedures as needed.
- Maintains and processes data for statistical reporting, as assigned.
- Assists circulation work flow processes at any level when need arises to enable the completion of daily duties or assigned tasks.
- Facilitates changes to tasks, procedures and policies.
- Maintains prompt, predictable, and regular physical attendance.
- Responsible for maintaining a safe, secure, and orderly public space within the library building and grounds.
- Contributes to a positive, team-oriented work environment by being helpful, respectful, and approachable to both staff and the public.

### **NONESSENTIAL FUNCTIONS**

The following are nonessential functions for this position. Other duties may be assigned.

- Serves on staff committees.
- Participates in professional development activities.

### **WORK ENVIRONMENT/PHYSICAL DEMANDS**

Work involves frequent lifting and carrying of up to 10 pounds. Occasional lifting, carrying, and/or moving materials of 11-50 pounds is required. The employee must regularly push and pull carts loaded with up to 150 pounds. Work varies between sedentary (sitting) with frequent walking and standing. Occasional bending, squatting, and reaching motions are required.

### **LANGUAGE SKILLS**

Must be able to read, write, give, follow, and comprehend verbal and written instructions. Must have effective oral and written communication skills to communicate productively with staff and customers.

### **SUPERVISION/DIRECTION RECEIVED:**

- Circulation Services Manager

- Page Coordinator, Circulation Services

**SUPERVISION/DIRECTION EXERCISED:**

- Desk Clerks, Circulation Services
- Pages, Circulation Services

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Assistant, Circulation Services

\_\_\_\_\_  
Date

\_\_\_\_\_  
Circulation Services Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Deputy Director

\_\_\_\_\_  
Date